

# NOW Available! Register to Make Online Deposits into your Trust Account

Do you need to make a deposit to your Trust Account(s)? Why make the commute to our office? We are happy to announce that the Financially Responsible Party will have the ability to make online deposits via Electronic Funds Transfers (EFT)! So register for an online user account today and request online deposit access!

Please follow these steps below:

1. Register for an ACA User Account by simply logging in to the Accela Citizen Access (ACA) website, at <https://publicservices.sdcountry.ca.gov/citizenaccess>.
2. Send an email to [LUEGTrustAccts@sdcounty.ca.gov](mailto:LUEGTrustAccts@sdcounty.ca.gov) with the following information:
  - a. User Name & Email Address
  - b. First, MI., Last or Business Name (if applicable)
  - c. Phone Number
  - d. Trust Account Number(s)
  - e. Financially Responsible Party
3. Allow 1-2 business days for processing: once access has been granted, you will be notified via email.
4. Log in to ACA. Review your online Account Management: Trust Account Information Section and click on Deposit to make an online deposit.

There is no convenience fee applied to EFT deposits into a Trust Account.

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Logged in as: John Doe | Announcements |

**Manage Your Account**  
Your current account information is shown below. Click an Edit button to update information within a section.

**Account Type**  
Citizen Account

**Login Information**

User Name: JohnD123  
E-mail: JohnDoe@email.com  
Password: \*\*\*\*\*  
Security Question: Where is your birth place?

**Contact Information**

John Doe  
123 Any Street  
Preferred Method of Contact: E-mail  
Primary Phone:  
Work Phone:  
Mobile Phone:  
Fax:

**Trust Account Information**

Showing 1-1 of 1 | Download results

Account ID	Balance	Description	Status	Ledger Account	Action
1234567-D-12345	\$100.00	Test OverDraft	Active		<b>Deposit</b>

**License Information**

## Frequently Asked Questions

### Why should I make a deposit to my Trust Account online?

We are committed to providing convenient options for our customers to make deposits. We know you want fast service, easier access to your account, and reduced wait line times at the counters. Take advantage of online deposits to your trust account without having to mail a payment or drive to the County Operation Center. Access your Record and Trust Account from home, work, or on the go to see the status and account balance in real time.

### Do I need to be a Registered User to make online deposits?

Yes, you are required to be a Registered **ACA** Online User to have *access to online deposits to Trust Account(s)*. However, other permitting fees can be paid by going to the Record and clicking on the make payment link; no registration needed.

### I am a Registered ACA User, but I do not see my Trust Account(s) under my Account Management?

Being a Registered User is the first step in the process. You need to request access to a Trust Account(s) by contacting [LUEGTrustAccts@sdcounty.ca.gov](mailto:LUEGTrustAccts@sdcounty.ca.gov). Please include your ACA User ID, ACA Email Address, Trust Account Number(s), Contact Phone Number, Financially Responsible Party, and Customer Number (as seen on your monthly statement). Allow 1-2 business days for processing. Once your access has been granted, you will receive an email notification and you can begin making online deposits at your convenience.

### Will I be charged a convenience fee for making an Electronic Fund Transfer (EFT) deposit?

There is *no convenience fee to make an EFT deposit to a Trust Account*; however, there is a \$2.25 convenience fee per EFT transaction on permit **flat fees**. Any convenience fee charged is done so by the County's online payment provider; the County of San Diego does not collect or receive any portion of this fee. The County will gladly process your mailed in or walk-in payments without any additional cost to you.

### Can anyone make an online deposit to my Trust Account?

Yes; if the Financially Responsible Party has provided the County written authorization using the Designee User Authorization Form, stating any identified designees may make online deposits into their Trust Account(s).

Authorized designees, a.k.a. Depositors, are required to be a Registered ACA User. Once the Designee User Authorization Form has been received and processed, the Depositor(s) shall be granted online deposit access to Trust Accounts. Please contact [LUEGTrustAccts@sdcounty.ca.gov](mailto:LUEGTrustAccts@sdcounty.ca.gov) for the Designee User Authorization Form.

### Why must I give authorization to a Depositor to make a deposit to my Trust Account?

For security of your Trust Account, we would like to ensure that the Depositor is aware that they release any interest to the funds. Once the funds have been deposited into the said trust account(s), the Financially Responsible Party shall be considered the owner of all funds in said account. If any refunds are to be processed, checks will be made payable to the Financially Responsible Party.

### Are Depositors entitled to the Trust Account funds?

No, once the funds have been deposited into the said trust account(s), the Financially Responsible Party shall be considered the owner of all funds in said account. The Depositor(s) releases any interest to the said funds upon completion of the Financially Responsible Authorization 126 or 126A forms, the Designee User Authorization Form, or upon deposit into Trust Account.

### Can I take money out of my Trust Account or make a transfer between my Trust Accounts online?

No, the existing refund and transfer processes are still in effect. Authorization from the Financially Responsible Party and Project Manager(s) is still required to ensure that all charges, adjustments, and deposits have been accounted for prior to processing refunds or transfers.

### What if I made an online deposit into the wrong Trust Account?

Upon Trust Account creation, only the Financially Responsible Party, with the approval of the Project Manager, can authorize any transfers or refunds of available funds within a Trust Account. The County cannot violate this agreement with the Financially Responsible Party in the event a deposit was made into the wrong Trust Account. Authorization from the Financially Responsible Party and Project Manager are needed on all transfers and refunds.

- For Trust Accounts pertaining to DEH, please contact [DEHTrustAccounts@sdcounty.ca.gov](mailto:DEHTrustAccounts@sdcounty.ca.gov)
- For PDS and DPW Trust Accounts, please contact [PDSDevDep@sdcounty.ca.gov](mailto:PDSDevDep@sdcounty.ca.gov)